

CenturyLink Availability Statement List (BMG)

Effective Date 5/14/12

911 Services CenturyLink QC 911 services are available in AZ, CO, IA, ID, MN, MT, ND, NE, NM, OR, SD, UT, WA and WY.

Advanced Voice and Data Bundle: The CenturyLink QCC Advanced Voice and Data Bundle includes the **Integrated Access Package**, the **SIP Trunk IP-PBX Bundle**, or the **SIP Trunk IAD Bundle**, along with various enhancements such as **Conferencing**, **Email Defense** and **Managed Applications** (such as e-mail boxes, Fax Over E-Mail, and CenturyLink IQ™ Online Backup). Please see the availability statements for each of those services in this document. Some enhancements may be available to you at no additional charge, subject to limitations. Please contact your CenturyLink sales representative for details.

Analog Trunks: CenturyLink QC Analog Private Branch Exchange service is not provided on a one-way calling basis. Therefore, the customer must choose a combination of in-only, out-only or two-way trunks to meet their calling needs. Analog PBX trunks are available in all central offices in CenturyLink QC's local service territories.

Analog VoIP: CenturyLink QCC Analog VoIP is available to CenturyLink QCC business customers in select areas across the continental U.S. Minimum one-year term commitment required. Early termination charges may apply. Monthly charge based on configuration selected. Long-distance charges are additional. Listed rates do not include taxes, incremental charges and surcharges. Separately purchased or rented equipment and CenturyLink IQ™ Networking access compatible with the service are required. Other restrictions may apply. Call for availability and complete details. 911 service is governed by the terms of the Analog VoIP Service Exhibit.

Asynchronous Transfer Mode (ATM) Service Domestic: CenturyLink QCC domestic ATM service is directly connected to the CenturyLink QCC fiber network in the United States. Service may require CPE purchase and minimum term of commitment.

Business Protection Services: CenturyLink QCC Business Protection Services (BPS) is available to CenturyLink business customers in the domestic United States. Refer to availability statements on individual products to be deployed for specific CenturyLink BPS solutions.

Business Protection Services—Disaster Recovery: CenturyLink QCC Business Protection Services—Disaster Recovery consists of three offerings. Availability varies, per offering. Your CenturyLink sales representative will keep you apprised of where the individual offerings are available. A contract is required. In addition to monthly recurring charges, other charges may apply. Additional restrictions may apply.

Business Voice Messaging Service (BVMS): CenturyLink QC Business Voice Messaging Service (BVMS) is available in CenturyLink QC's local service territories of AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA and WY for business customers.

Centrex 21: CenturyLink QC Centrex 21 is no longer available on new lines. Customers that had Centrex 21 in place as of April 10, 2005 may continue to use the service at the existing location only.

Centrex Management System (CMS): CenturyLink QC Centrex Management System (CMS) is generally available in 1AESS, 5ESS, and DMS-100 central offices where facilities permit. CMS is not available in the Ericsson (AXE), DMS 10, 2B, NEC (Eastern only), or 3ESS. CenturyLink QC cannot provide interLATA long-distance service originating, interLATA 8XX service terminating; or interLATA private line or data circuits with either end in the states of AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, and WY.

Centrex Prime: Centrex Prime is a software-based service that interacts directly with the telephone system. Available to business customers within CenturyLink QC's local service territories of AZ, CO, IA, Southern ID, MN, MT, ND, NE, NM, OR, SD, UT, WA and WY where the central offices have compatible switch types. Availability of features and facilities depends on central office equipment and software programs. Contract termination charge may apply. Other restrictions and limitations may apply.

CenturyLink™ Connect: CenturyLink™ Connect customers in the United States may choose from a broad range of CenturyLink services, including Domestic and International Dedicated Voice Long Distance, Asynchronous Transfer Mode (ATM), Private Line, Frame Relay, Web Hosting, Internet Port (formerly DIA), Toll Free, Hosted IVR and CenturyLink IQ™ Networking. Minimum-one year term of commitment required and liability for early termination may apply. Monthly spend on domestic long distance, toll free, directory assistance, and Conferencing, after taxes are deducted, is used to calculate the sliding discount, if any, to be applied on the domestic interstate long distance and toll free. Listed rates for plans do not include taxes, incremental charges and surcharges such as USF, PIF, payphone and Operator Assistance charges, property tax surcharge and gross receipts tax surcharge as applicable. Additional equipment and installation charges may be required. Not available in all areas and availability varies by service selected. Call CenturyLink for availability and for additional details and restrictions.

CenturyLink IQ™ Networking: CenturyLink QCC CenturyLink IQ™ Networking solutions include a suite of WAN services and Internet connectivity with domestic and international availability dependent upon locations and services selected. Recurring fees vary based on services ordered. Additional equipment may be required.

CenturyLink IQ™ Networking (Domestic): CenturyLink QCC Domestic CenturyLink IQ™ Networking service is available throughout the 48 contiguous United States, Alaska, and Hawaii. These connections are within CenturyLink's AS-209 network and provide access to the CenturyLink OC-192 fiber network. Restrictions and limitations may apply.

CenturyLink IQ™ Networking Internet Port: Domestic and International: CenturyLink QCC CenturyLink IQ™ Networking Internet Port domestic service is available throughout the 48 contiguous United States, Alaska, and Hawaii. International service is available in Hong Kong, Tokyo, Singapore, Sydney, Frankfurt, and London. These domestic and international connections are within CenturyLink's AS-209 network and provide access to the CenturyLink OC-192 fiber network. For access outside of the locations listed above, CenturyLink IQ™ Networking Internet Port Service is available to U.S.-based customers' locations in Alaska and some U.S. territories, plus many international locations in over 69 countries in Europe, Asia, Canada and Latin America through CenturyLink's relationships with other global network carriers. Restrictions and limitations may apply.

CenturyLink IQ™ Networking Private Port: Domestic and International Service: CenturyLink QCC CenturyLink IQ™ Networking Private Port service is available domestically throughout the 48 contiguous United States and Hawaii, Alaska, and Puerto Rico. International on-net locations are in Hong Kong, Singapore, Sydney, Tokyo, Mumbai, Bangalore, Amsterdam, London, Frankfurt, Paris, and Mexico City. These connections are within CenturyLink's AS-209 private core network and provide access to the CenturyLink OC-192 fiber network. For access outside of the locations listed above, CenturyLink IQ™ Networking Private Port Service is available to U.S.-based customers' locations in Alaska and some U.S. territories, plus many international locations in over 69 countries in Europe, the Middle East, Asia, North America, Central America, the Caribbean, and South America through CenturyLink's relationships with other global network carriers. Restrictions and limitations may apply.

CenturyLink Loyal Advantage: Customers in the United States may use the CenturyLink QCC CenturyLink Loyal Advantage™ agreement for a broad range of CenturyLink services, including, but not limited to: Asynchronous Transfer Mode (ATM), Private Line, Frame Relay, Dedicated Hosting Collocation, CenturyLink IQ™ Networking, Managed VoIP, Analog VoIP, Toll Free, Long Distance Switched and Dedicated Voice, and Conferencing. Availability of these services varies by product.

CenturyLink Total Advantage: Customers in the United States may use the CenturyLink QCC CenturyLink Total Advantage™ agreement for a broad range of CenturyLink services, including, but not limited to: Asynchronous Transfer Mode (ATM), Private Line, Frame Relay, Dedicated Hosting Collocation, CenturyLink IQ™ Networking, Managed VoIP, Analog VoIP, Toll Free, Long Distance Switched and Dedicated Voice, and Conferencing. Availability of these services varies by product.

CO/ACD: CenturyLink QC CO/ACD is available, where tariffed in CenturyLink QC's local service territories, from DMS-100 central offices, and from three 5ESS central offices where Meridian ACD servers are in place (Minneapolis Downtown, St. Paul Market Street and Phoenix North).

Conferencing: CenturyLink QCC Conferencing is available to customers anywhere in the world, as long as they have a telephone, receive the bill in the United States, and pay in U.S. dollars. In the case of Web Conferencing, a computer and Internet access are necessary. Reservationless GlobalMeet Local Access calls will be carried by the customer's long-distance provider where applicable.

Core Connect®: The CenturyLink QC Core Connect Bundle includes CenturyLink™ High-Speed Internet, CenturyLink Choice™ Business Plus local service, and Unlimited Long Distance service. CenturyLink Choice™ Business Plus and Unlimited Long Distance are governed by the terms and conditions of the applicable state tariff. CenturyLink High-Speed Internet is governed by the Subscriber Agreement located at <http://qwest.centurylink.com/legal>. Prices and bundle components are subject to change. The Bundle is only available in Qwest Corporation (d/b/a CenturyLink QC) In-Region areas. Early termination charges may apply. Contact your CenturyLink sales representative for details.

Core Connect® Enterprise: The CenturyLink QCC Core Connect Enterprise Package includes either the **Integrated Access Package**, the **SIP Trunk IAD Package**, or the **SIP Trunk IP-PBX Package**, along with various **CenturyLink Managed Applications** enhancements such as e-mail boxes, Fax Over E-Mail, and CenturyLink IQ™ Online Backup. Core Connect Enterprise is only available in Qwest Corporation (d/b/a CenturyLink QC) In-Region areas. Minimum one-year term commitment required. Early termination charges may apply. Integrated Access Package includes Analog VoIP lines, CenturyLink IQ™ Networking port, Local Access, and rental CPE. SIP Trunk IAD Package includes SIP Trunk sessions and telephone numbers, CenturyLink IQ™ Networking port, Local Access, and rental CPE. SIP Trunk IP-PBX Package includes the same services included in the SIP Trunk IAD Package, plus rental of an IP-PBX and IP phones. Some optional services may be available to you for an additional charge, subject to limitations. Monthly charge based on configuration and optional services selected. Certain long distance and toll free charges are additional. Additional equipment may be required. Other restrictions may apply. Please contact your CenturyLink sales representative for availability and complete details. 911 service is governed by the terms of either the Analog VoIP Service Exhibit (for Integrated Access Packages) or the SIP Trunk Service Exhibit (for the SIP Trunk IAD and IP-PBX Packages).

Core Connect® Professional: The CenturyLink QC and CenturyLink LD Core Connect Professional Bundle includes CenturyLink™ High-Speed Internet Office Plus, 3 CenturyLink voice lines, CenturyLink Choice™ Business Plus local service, CenturyLink Core Connect Professional Unlimited Long Distance, and CenturyLink Voice Pack (includes Call Manager with Voice Mail to E-mail, Call Logs to E-mail and Virtual Receptionist). CenturyLink voice lines with CenturyLink Choice™ Business Plus are governed by the terms and conditions of the applicable CenturyLink QC state tariff. CenturyLink Core Connect Professional Unlimited Long Distance is governed by the CenturyLink LD Long Distance Service Agreement, Rates and Services Schedule, and applicable state Tariff. CenturyLink High-Speed Internet Office Plus is governed by the Subscriber Agreement located at <http://qwest.centurylink.com/legal>. Call Manager Service is governed by the Call Manager Terms of Service located at <http://qwest.centurylink.com/legal/callmanager.pdf>. Prices and bundle components are subject to change. The Bundle is available only in Qwest Corporation (d/b/a CenturyLink QC) In-Region areas. Early termination charges may apply. Contact your CenturyLink sales representative for details.

CPE: CenturyLink General CPE Solutions: CenturyLink QCC CPE Solutions are available to business customers throughout the United States and consist of products from Cisco®, Nortel® and other manufacturers and services. Refer to CenturyLink™ Select Advantage® for specific terms and conditions including ProMET® service level agreements, if any. Access to the Internet or the PSTN

may be required to complete the solution. IP Telephony requires quality of service (QoS) to ensure clear conversations. Best effort networks such as the Internet does not, and your network may not, support QoS. CenturyLink™ VoIP Readiness Service will validate QoS. Access to 911/E911 for remote or mobile VoIP users is subject to availability and the terms and conditions of the agreement for VoIP services. Prices vary depending on CPE Solution selected. All trademarks are the property of their respective companies.

CPE Enterprise Networking: CenturyLink QCC CPE Solutions consist of Cisco®, Nortel® and other manufacturer's products and CenturyLink's services available in select locations nationwide. Refer to CenturyLink™ Select Advantage® for specific terms and conditions for CPE Solutions including ProMET® service level agreement offerings. Access to the Internet or the PSTN may be required to complete the Solution. IP Telephony requires quality of service (QoS) to ensure clear conversations. Best effort networks such as the Internet does not, and your network may not support QoS. CenturyLink™ VoIP Readiness Service will validate QoS. Access to 911/E911 for remote or mobile VoIP users is subject to availability and the terms and conditions of the agreement for VoIP services. All trademarks are property of their respective companies.

CPE: Data CPE Solution: CenturyLink QCC CPE Solutions for Enterprise Networking are available to business customers throughout the United States and consist of products from ADTRAN®, Cisco® Juniper Networks and Nortel® and services. Refer to CenturyLink™ Select Advantage® for specific terms and conditions for CPE Solutions including ProMET® Service Level Agreements, if any. Prices vary depending on CPE Solution selected. All trademarks are the property of their respective companies.

CPE: ProMET® Services CPE Solution: CenturyLink QCC ProMET® services are available to business customers throughout the United States. Refer to CenturyLink™ Select Advantage® for specific terms and conditions including ProMET® Service Level Agreements. Prices vary depending on CPE Solution selected. All trademarks are the property of their respective companies.

CPE: Voice and IP Telephony CPE Solution: CenturyLink QCC CPE Solutions for IP Telephony are available to business customers throughout the United States and consist of products from Cisco® and Nortel® and services. Refer to CenturyLink™ Select Advantage® for specific terms and conditions for CPE Solutions including ProMET® Service Level Agreements. Access to the Internet or the PSTN is required to complete the Solution. IP Telephony requires Quality of Service (QoS) to ensure clear conversations. Best effort networks such as the Internet does not, and your network may not, support QoS. CenturyLink™ VoIP Readiness Service will validate QoS. Access to 911/E911 for remote or mobile VoIP users is subject to availability and the terms and conditions of the agreement for VoIP services. Prices vary depending on CPE Solution selected. All trademarks are the property of their respective companies.

CPE: Rental CPE: CenturyLink QCC Rental CPE is available throughout the U.S. and must be ordered in conjunction with either domestic CenturyLink IQ™ Networking, Analog VoIP, Integrated Access Package, Managed VoIP, Managed VoIP Bundle Services, or SIP Trunk bundles.

Data Bundle Solutions: CenturyLink QCC CenturyLink IQ™ Data Bundle Standard and CenturyLink IQ™ Data Bundle Pro include domestic CenturyLink IQ™ Networking service, Local Access service, and Rental CPE Service. Data Bundle Solutions require a minimum two-or three-year minimum term commitment, and special early termination charges apply. Some features are subject to availability, a 3-year minimum term requirement, and/or a specific port type. Other restrictions and rules may apply. Call for availability and complete details.

DDoS Mitigation. CenturyLink QCC DDoS Mitigation service is available throughout the 48 contiguous United States and Hawaii, and is only available if the customer's traffic terminates on a domestic CenturyLink IQ™ Networking Internet Port. Term commitment required. Restrictions and limitations may apply. Please call your sales representative for complete details.

Delta Port™ Service: The CenturyLink QCC CenturyLink IQ™ Delta Port™ service includes Rental CPE Service, Local Access service, and optional domestic CenturyLink IQ™ Networking service. Offer requires a minimum two-or three-year minimum term commitment and special early termination charges apply. The CenturyLink IQ™ Delta Port™ offer is limited to qualified locations within CenturyLink's 14-state local service territory in Arizona, Colorado, Idaho, Iowa, Minnesota, Montana, Nebraska, New Mexico, North Dakota, Oregon, South Dakota, Utah, Washington, and Wyoming. Service is subject to availability. Not available in all areas. Local Access speeds may vary depending on location. Other restrictions and rules may apply. Call for availability and complete details.

Digital Switched Services (DSS): CenturyLink QC Digital Switched Service (DSS) is available only in the CenturyLink QC's local service territories of AZ, CO, IA, ID, MN, MT, ND, NE, NM, OR, SD, UT, WA and WY. A minimum term of commitment is required. Specific CPE is required and may be purchased through CenturyLink or a third-party vendor.

Direct Inward Dialing (DID): Direct Inward Dialing (DID) may be provided where central office facilities are available and the PBX system or customer-provided switching equipment capabilities permit. DID is available in all CenturyLink QC central offices.

Directory Assistance: CenturyLink Large Business Directory Assistance is available nationwide to most CenturyLink business customers. Minimum one-year term of commitment, one-time setup fee and minimum 55,000 call-per-month volume required. Call defined as call completion to Directory Assistance representative. Pricing determined by commitment level.

Domestic Network Diversity Service: CenturyLink QCC Domestic Network Diversity Service® is an optional routing enhancement for the following services: Asynchronous Transfer Mode (ATM), Dedicated Domestic Outbound/Inbound Long Distance, Domestic Frame Relay, Domestic Private Line, CenturyLink IQ™ Networking, Local Access, EPL and Optical Wavelength Service. Availability depends on underlying services selected and is not available outside the continental U.S. Recurring fees for diversity service vary depending on speed selected. Other restrictions and limitations may apply. Complete terms provided in service exhibit.

E-Line Service: CenturyLink QCC E-Line service is available in the domestic U.S., subject to facilities availability. Term commitment required. Additional equipment may be needed to terminate circuits. Installation, expedite, local access, and extended wiring charges may apply.

Email Defense and Web Defense: CenturyLink QCC Email Defense Service and Web Defense Service are available in the U.S. and many international locations. Customer must verify with CenturyLink the availability of the Services in Customer's desired international locations. Minimum one-year commitment required. An Internet connection through an Internet service provider is required and may be acquired from CenturyLink or another provider of your choice. CenturyLink cannot guarantee all spam, viruses or offensive e-mails will be filtered.

EPL Domestic: CenturyLink QCC Domestic EPL service is available to CenturyLink QCC business customers in the contiguous U.S. states, subject to availability of facilities. Synchronous optical network (SONET) equipment needed to terminate circuits. Only on-net EPL circuits are offered today because of proprietary Ethernet mapping protocol requirements. Installation, expedite, Ethernet local access and extended wiring charges may apply.

EZ Route: CenturyLink QCC EZ Route feature is available for CenturyLink QCC Toll-Free and CenturyLink QCC Hosted IVR customers for calls originating anywhere in the continental U.S., Alaska, Hawaii, Puerto Rico, Guam, the U.S. Virgin Islands and Canada, with switched and dedicated termination anywhere in the contiguous U.S. and switched termination to Alaska, Hawaii and Puerto Rico. Installation and other nonrecurring charges and monthly recurring charges apply. Additional local loop equipment may be required.

Frame Relay Domestic: CenturyLink QCC Domestic Frame Relay Service is directly connected to the CenturyLink QCC fiber network in the United States. Service may require CPE purchase and minimum term of commitment.

GeoMax Service: CenturyLink QC GeoMax[®] service is a high bandwidth Private Line Solution (PLS) available on an individual case basis (ICB) in the CenturyLink QC local service territory of AZ, CO, IA, ID, MN, MT, NE, NM, ND, OR, SD, UT, WA and WY. Distance limitations, specific hardware, software and configuration requirements apply. Minimum three-year term of commitment required. Termination liability applies

High-Speed Internet: CenturyLink[™] High-Speed Internet services are available to CenturyLink QC customers in CenturyLink QC's local service territory of AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA and WY where CenturyLink QC has High-Speed Internet-equipped facilities and where the customer's line qualifies. These customers have the option of choosing from CenturyLink-provided Internet access service, over 400 other ISPs or their Corporate High-Speed Internet Host for their connection to the Internet. Speed varies depending on service location, phone line qualifications, computer performance/configuration, network/Internet congestion and other factors. Uninterrupted or error-free service not guaranteed. Telephone line installation, non-standard High-Speed Internet installation, network configuration and activation are additional charges. Certain restrictions and limitations apply.

Hosted IVR: CenturyLink QCC Hosted IVR is available to business customers to create and operate network-hosted interactive voice response applications on a CenturyLink network-based platform. A minimum one-year term commitment is required. Other restrictions may apply.

Hosting: Dedicated: Dedicated Hosting Service is the use of a secure hosting space with reliable network connectivity in a CyberCenter, and does not include CenturyLink's collocation offering used for telecommunications services which is available to customers under separate agreement. Contract required. Additional charges may apply for services not covered under the service description. Additional equipment may be required. CyberCenter features may vary. Service is available throughout the domestic U.S. CyberCenter facilities are located in select cities throughout the U.S.

Hosting: Managed Hosting Service: Managed Hosting Service is available to customers anywhere in the world and provides world-class managed hosting operations 24/7. Following a detailed analysis, a comprehensive support model is designed and executed to meet the customer's specific needs. The result gives customers the time they need to focus on their business while CenturyLink focuses on managing their hosting services.

Hosting: Storage Service: Storage service is available to customers who purchase Dedicated Hosting Service or Managed Hosting Service. A contract is required. In addition to monthly recurring charges, other charges may apply. Additional restrictions may apply.

Integrated Access Packages: CenturyLink QCC Integrated Access Packages are available to CenturyLink QCC business customers in select areas across the continental U.S. Minimum two-year term commitment required. Early termination charges may apply. Packages include Analog VoIP lines, CenturyLink IQ[™] Networking port, Local Access, and rental CPE. Monthly charge based on configuration selected. Certain long-distance and toll free charges are additional. Additional equipment may be required. Other restrictions may apply. Call for availability and complete details. 911 service is governed by the terms of the Analog VoIP Service Exhibit.

Intelligent Pre-Route (IPR): CenturyLink QCC Intelligent Pre-Route (IPR[®]) is a network-hosted pre-route application that is available to business customers nationwide wherever CenturyLink QCC Toll Free Service is offered. Nonrecurring charges and monthly recurring charges apply. Customer must provide the Cisco[®] ICM equipment. Feature and billing limitations apply.

Interaction Routing: CenturyLink QCC Interaction Routing is a network-hosted contact center that is available to business customers nationwide. Charges, including monthly recurring, installation and non-recurring, vary by options selected. Other restrictions may apply.

Intrusion Detection Service: CenturyLink QCC Intrusion Detection Service is available anywhere in the United States. Minimum one-year commitment required. An Internet connection through an ISP and an Ethernet connection are required and may be acquired from CenturyLink or another provider of your choice. Set-up fee applies.

IP Long Distance (Domestic and International): CenturyLink QCC IP Long Distance (Domestic) service is available and may be originated from anywhere in the contiguous U.S. and Hawaii. Calls may be terminated throughout the United States and in some U.S. territories. CenturyLink QCC IP Long Distance (International) service is available and may be originated from anywhere in the contiguous U.S., to many locations internationally. For International, mobile terminations are available in a majority of the destinations (see pricing sheet for availability and pricing). International calls may not originate and terminate within the same country. Neither Domestic nor International support local services, 911, E911, V911, operator services, local number portability, or directory listings. An Internet connection is required. Other restrictions and limitations may apply.

IP Toll Free (Domestic and International): CenturyLink QCC IP Domestic Toll Free service is available for origination from anywhere in the U.S., including Alaska and Hawaii, and some U.S. territories, with termination anywhere in the contiguous U.S. CenturyLink QCC IP International Toll Free service allows customers to originate toll free calls from an international destination, including Canada, and terminate to all contiguous U.S. states. With IP International Toll Free, calls may not originate and terminate within the same country. IP International Toll Free calls may terminate in Alaska, Hawaii, and some U.S. territories, if special pricing approval is granted by CenturyLink. An Internet connection is required. Other restrictions and limitations may apply.

ISDN: CenturyLink QC ISDN service is not available in all areas, depending on distance from an ISDN-equipped service office and technical phone line qualifications. Additional charges for backhaul, ISDN modem and RJ45 jack may apply. Not all Internet Service Providers (ISPs) are compatible with ISDN. Some ISPs may charge more for Internet access over ISDN. Actual speeds may vary.

ISDN Primary Rate Service: CenturyLink QC ISDN Primary Rate Service (PRS) is available in central offices that are equipped to provide ISDN in CenturyLink QC's local service territories of AZ, CO, IA, ID, MN, MT, ND, NE, NM, OR, SD, UT, WA and WY. Availability also depends on the customer's distance from the central office and technical line qualifications to customer's location. Minimum term of commitment required. Internet Access provider costs may be additional.

ISDN Single Line Service (SLS): CenturyLink QC ISDN SLS is only available in central offices that are equipped to provide ISDN in CenturyLink QC's local service territories of AZ, CO, IA, ID, MN, MT, ND, NE, NM, OR, SD, UT, WA, and WY. Availability also depends on the customer's distance from the central office and other technical line qualifications. Line installation fee applies. In other areas, ISDN service can be backhauled from a host-equipped switch at an additional charge. ISDN CPE and Internet access provider costs additional, if necessary. SLS can be purchased on a month-to-month or contractual basis. Some restrictions may apply.

Large Business Directory Assistance: CenturyLink Large Business Directory Assistance is available nationwide to most CenturyLink business customers. Minimum one-year term of commitment, one-time setup fee and minimum 55,000 call-per-month volume required. Call defined as call completion to Directory Assistance representative. Pricing determined by commitment level.

Line Volume Advantage: CenturyLink Line Volume Advantage® is available to business customers with existing Line Volume Advantage agreements only. Discounts are available on qualifying access lines in CenturyLink QC's local service territories in the states of AZ, CO, ID, IA, MN, MT, ND, NE, NM, OR, SD, UT, WA and WY. Minimum two-year commitment required. Monthly charges will vary depending on products selected and quantity of lines. Additional taxes and surcharges apply. Other restrictions may apply.

Line Volume Plan: CenturyLink Line volume Plan is available to business customers with qualifying access lines in CenturyLink QC's local service territories in the states of AZ, CO, ID, IA, MN, MT, ND, NE, NM, OR, SD, UT, WA and WY. Minimum two-year commitment required. Monthly charges will vary depending on products selected and quantity of lines. Additional taxes and surcharges apply. Other restrictions may apply.

Local Access: CenturyLink QCC Local Access is available to CenturyLink QCC business customers throughout the U.S. Local Access reverse multiplexing is not available in Alaska and Hawaii.

Managed Applications: This suite of hosted and premise-based applications includes messaging, file sharing, collaboration, Web services and e-commerce. Recurring charges vary, depending on the services ordered. In addition to monthly recurring charges, additional charges may apply for services not covered under the service descriptions. Available to business customers throughout the domestic U.S. An Internet connection through an Internet service provider is required, and may be acquired from CenturyLink or another provider of your choice. A contract is required. Additional restrictions and availability requirements may apply.

Managed Firewall - VPN: CenturyLink QCC Managed Firewall - VPN is a managed CPE solution that is available in many locations in the world. Call your sales representative for complete details. Customer is responsible for obtaining Internet connectivity in association with this service. Minimum term commitment required. Additional equipment may be required. Set-up fee applies. Additional restrictions may apply.

Managed IP Communications: CenturyLink QCC Managed IP Communications is available to business customers throughout the U.S. and internationally. Monthly charge varies depending on options selected. Network assessment fee applies. Due to limitations on CenturyLink ability to sell CPE outside the U.S., The solution including software, hardware, monitoring and management) is available only in the domestic U.S. The **Managed-Only IPC** solution (network assessment, 24/7 monitoring and incident management, reporting, secure VoIP operations, maintenance and change management and proactive QoS management) is available domestically and

internationally. Internet and PSTN connectivity are not included with the service but may be provided by CenturyLink or customer-provided. Other restrictions may apply.

Managed Services: CenturyLink Managed Services consists of two service types: Network Management Service and Managed Security Service. Domestic and international availability varies, depending on service type. Contact your CenturyLink representative for availability and restriction details.

Managed VoIP: CenturyLink QCC Managed VoIP is available to CenturyLink QCC customers in select areas across the continental U.S., with new locations being added. Minimum one-year term commitment required. Early termination charges may apply. Monthly charge and activation fee based on configuration selected. Long-distance and local toll charges are additional. International charges are additional and vary. Listed rates do not include taxes, incremental charges and surcharges. Separately purchased equipment and CenturyLink IQ™ Networking access compatible with the service are required. Call for availability and complete details. 911 service is governed by the terms of the Managed VoIP Service Exhibit.

Managed VoIP Bundle: The CenturyLink QCC Managed VoIP Bundle includes Managed VoIP, CenturyLink IQ™ Networking, rental CPE and maintenance (router/switch and IP handset), and local access. The bundle is available to CenturyLink QCC customers ordering new Managed VoIP service. Two-year minimum service term required. Early termination charges apply. Monthly charges based on term, configuration selected and customer location. Other restrictions may apply. Call for availability and complete details. **Managed VoIP** is available to business customers in select areas across the continental U.S. Certain long distance and toll free charges are additional. Additional equipment may be required. 911 service is governed by the terms of the Managed VoIP Service Exhibit. **CenturyLink IQ™ Networking** is a suite of WAN services. Recurring fees vary depending on services ordered. Additional equipment may be required. **Local Access** is available to CenturyLink business customers throughout the U.S.

Metro EPL: CenturyLink QCC Metro EPL is a stand-alone service available in SONET metropolitan area networks (MANs) in Albany, NY; Atlanta; Austin; Boston; Chicago; Cincinnati; Cleveland; Columbus; Dallas/Fort Worth; Dayton; Detroit; Houston; Indianapolis; Kansas City; Las Vegas; Los Angeles/Orange County; Miami; New York City/New Jersey/White Plains; Philadelphia; Pittsburgh; Sacramento; San Antonio; San Francisco; Seattle (IROOSA); South Bend; St. Louis; Tampa; Toledo; Tulsa; Washington, D.C. Local loop access to connect a customer premises to the CenturyLink QCC network is handled under CenturyLink QCC Local Access. Minimum one-year term of commitment required. Recurring and nonrecurring charges vary depending on term commitment, circuit and location.

CenturyLink QC Metro Ethernet: CenturyLink QC Metro Ethernet is available to business customers in selected areas of AZ, CO, IA, ID, MN, MT, ND, NE, NM, OR, SD, UT, WA, WY. Minimum one-year commitment required. Rates vary depending on speed and term commitment selected. Installation charge may apply. Additional equipment may be required. Additional restrictions may apply.

CenturyLink QCC Metro Ethernet: CenturyLink QCC Metro Ethernet is available in selected areas. Rates vary depending on speed and term commitment selected. Installation charge may apply. Additional equipment may be required. Contact CenturyLink for availability and additional restrictions.

CenturyLink QC and QCC Metro Ethernet: CenturyLink QC and CenturyLink QCC Metro Ethernet are available in selected areas. Additional equipment may be required. Contact CenturyLink for availability and additional restrictions.

Metro Private Line: CenturyLink QCC Metro Private Line is a stand-alone service available in SONET metropolitan area networks (MANs) in 27 United States metropolitan statistical areas (MSAs). Local loop access to connect a customer premises to the CenturyLink network is handled under CenturyLink QCC Local Access. Minimum one-year term of commitment required. Recurring and nonrecurring charges vary depending on term commitment, circuit and city.

N11 Dialing Service: CenturyLink QC N11 Dialing Service is available only in the states of AZ, CO, ID, IA, MN, MT, ND, NE, NM, OR, SD, UT, WA and WY.

Notify: CenturyLink QCC Notify voice, email, SMS or fax messages may be delivered from any domestic U.S. location to recipients within the North American Numbering Plan in the United States and Canada. Service may not be used for emergency notifications or for emergency services. A one year term of commitment is required. Other restrictions may apply.

On Demand IVR: CenturyLink QCC On Demand IVR is available to business customers to create and manage interactive voice response applications for toll-free calls that terminate within the CenturyLink QCC Toll-Free territory, which includes the continental U.S., Alaska and Hawaii. The service may not be used to place or transfer calls outside of this territory. A one-year term commitment is required. Other restrictions may apply.

Operator Services Domestic: CenturyLink QCC Domestic Operator Services is available throughout the United States and in Puerto Rico and U.S. Virgin Islands, and terminates either within the U.S. or internationally.

Operator Services International: CenturyLink QCC International Operator Services is available from many International originating countries and terminates either within the U.S. or internationally. Please contact the appropriate senior account executive on the contact link to get a full listing of International countries

Optical Wavelength Service: CenturyLink QC and CenturyLink QCC Optical Wavelength Service is available in the domestic U.S., subject to facilities availability. Term commitment required. Additional equipment may be needed to terminate circuits. Installation, expedite, local access and extended wiring charges may apply.

Outbound Domestic Long Distance: CenturyLink QCC Outbound Domestic Long Distance service is available and may be originated in the contiguous U.S. and Hawaii. Call origination service is unavailable in AK, except with worldcard® and toll free. Calls may be terminated throughout the United States and in certain U.S. territories.

Outbound International Long Distance – CenturyLink QCC Outbound International Long Distance (ILD) Service: The CenturyLink QCC Outbound International Long Distance Service provides customers the capability to originate an international long-distance call from any U.S. state (Hawaii is available for switched origination only), with the exception of Alaska, to over 200 international destinations. Mobile terminations are available in a majority of the destinations (see pricing sheet for availability and pricing). Switched and dedicated international call origination are not available from Alaska and the U.S. territories.

PCI Audit Service: CenturyLink QCC PCI Audit Service is available in the United States. One year term of commitment required. Additional restrictions may apply.

Perimeter Check: CenturyLink QCC Perimeter Check is a subscription-based vulnerability-assessment service designed to allow customers to simulate “attacks” on their network perimeter. Service is available domestically. Please call your sales representative for complete details. Customer is responsible for obtaining Internet connectivity in association with this service. Minimum term commitment required. Additional equipment may be required. Set-up fee applies. Additional restrictions may apply.

Private Line Analog: CenturyLink QC Analog Private Line service is available on an intraLATA basis only in CenturyLink QC local service territory in the states of AZ, CO, IA, ID, MN, MT, NE, NM, ND, OR, SD, UT, WA and WY.

Private Line DDS: CenturyLink QC Private Line Digital Data Service (DDS) is available on an intraLATA basis only in the CenturyLink QC local service territory of AZ, CO, IA, ID, MN, MT, NE, NM, ND, OR, SD, UT, WA and WY. Required CPE may be obtained from CenturyLink or a third party at an additional charge

Private Line Domestic: CenturyLink QCC Domestic Private Line service is available to CenturyLink QCC business customers in the domestic U.S., subject to availability of facilities. SONET equipment or routers needed to terminate circuits. Installation, expedite, local access and extended wiring charges may apply.

Private Line DS-1: CenturyLink QC Private Line DS-1 Service is only available in CenturyLink QC's local service territory in the states of AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA and WY. Minimum term of commit required. Termination charges apply.

Private Line DS-3: CenturyLink QC Private Line DS-3 Service is only available in CenturyLink QC's local service territory in the states of AZ, CO, IA, ID, MN, MT, ND, NE, NM, OR, SD, UT, WA and WY. Minimum term of commitment required. Termination charges apply.

Private Line International: CenturyLink QCC Private Line for International service provides international connectivity between the United States and major cities in various countries around the world. Circuits bound for Asia are passed through CenturyLink's West Coast gateway for trans-Pacific transport with termination on the CenturyLink AsiaLink network. Available AsiaLink network coverage includes Australia, Hong Kong, Singapore, and Tokyo. CenturyLink offers service to Europe and additional countries around the world through strategic relationships with third-party Global Service Providers.

Private Line Self-Healing Network Service (SHNS): CenturyLink QC Self-Healing Network Service (SHNS) is available in the CenturyLink QC local service territory of AZ, CO, IA, ID, MN, MT, ND, NE, NM, OR, SD, UT, WA, and WY. Minimum one-year term of commitment and minimum of three nodes required. Early termination liability may apply.

Private Line SONET Ring Service (SRS): CenturyLink QC Private Line SONET Ring Service (SRS) is only available to existing customers in the domestic U.S. SONET gears or routers needed to terminate circuits. Installation, expedite, local access and extended wiring charges may apply.

Private Line Synchronous Service Transport (SST): CenturyLink QC Private Line Synchronous Service Transport (SST) is available on an intraLATA basis only in the CenturyLink QC local service territory of AZ, CO, IA, ID, MN, MT, ND, NE, NM, OR, SD, UT, WA and WY.

Private Switch/Automatic Location Identification (PS/ALI) Service: CenturyLink QC Private Switch/Automatic Location Identification (PS/ALI) Service is available only in CenturyLink QC's local service territory in the states of AZ, CO, IA, ID, MN, MT, ND, NE, NM, OR, SD, UT, WA and WY to PBX (DID) and Centrex customers in an area where E9-1-1 is already operating within the local community and the wire center serving the PBX is equipped for E9-1-1 service. System activation fees may apply.

Professional Security Services: Professional Security Services is available to business customers throughout the domestic United States. Prices vary depending on services selected. Certain restrictions may apply. Complete terms provided in Professional Services Agreement and Statement of Work.

Purchase Plus Reward: CenturyLink QC Purchase Plus Reward™ is available on three to twenty business access lines that may include CenturyLink Choice™ Business packages (CenturyLink Choice™ Business, Business Add A Line, CenturyLink Choice™ Business Plus, and CenturyLink Choice™ Business Prime where available) in CenturyLink QC's local service areas in the states of AZ, CO, IA, ID, MN, ND, NE, OR, SD, UT, WA and WY. The three line minimum does not apply to customers who also subscribe to Analog and Digital VoIP service or Integrated Access Packages. Customer must sign a 1, 2, or 3 year CenturyLink Total Advantage™ or CenturyLink Total Advantage™ Express agreement and commit to increase their revenue commitment by a minimum amount specified

in the agreement. Monthly charges will vary depending on products selected. Additional taxes and surcharges apply. Other restrictions may apply.

CenturyLink Search Service: CenturyLink Search Service is available throughout the United States. CenturyLink Search requires Internet access, which is available through CenturyLink or a third-party ISP.

CenturyLink Control: Customers may use CenturyLink Control to manage a broad range of CenturyLink services, including: Nationwide ATM and Frame Relay, CenturyLink Mobility™, **CenturyLink IQ™** Networking, Dedicated Hosting, Managed Firewall VPN, Private Routed Network, Toll Free and Local Services. Availability of these services varies by product.

Real-Time Application Recovery™: CenturyLink QCC Real-Time Application Recovery™ is a business continuity/disaster recovery service that is available in the domestic United States only, and is offered subject to certain terms and conditions.

Security Services: CenturyLink QCC security services include Email Defense Service, Web Defense Service, Intrusion Detection Service, Managed Firewall-VPN Service, and Perimeter Check Service. Intrusion Detection Service and Perimeter Check Service are available in the domestic United States. Email Defense Service, Web Defense Service, and Managed Firewall-VPN Service are available domestically and in many, but not all international locations. Customers must verify with CenturyLink the availability of service in the customer's desired locations. Depending on which services are used, term commitments may apply, setup fees may apply, additional equipment may be required, and/or a separate Internet connection may be required. Additional restrictions may apply. See your CenturyLink representative for complete details.

SIP Trunk Service: CenturyLink QCC SIP Trunk is available to CenturyLink QCC business customers in select areas across the continental U.S. Minimum one-year term commitment required. Early termination charges may apply. Monthly charge based on configuration selected. Long-distance, Inbound Toll Free and Remote DID charges are additional. Listed rates do not include taxes, incremental charges and surcharges. Separately purchased or rented equipment and CenturyLink IQ™ Networking access compatible with the service are required. Other restrictions may apply. Call for availability and complete details. 911 service is governed by the terms of the SIP Trunk Service Exhibit.

SIP Trunk IAD Bundle: The CenturyLink QCC SIP Trunk IAD Bundle is available to CenturyLink QCC business customers in select areas across the continental U.S. Minimum 2-year term commitment required. Early termination charges may apply. Bundle includes **SIP Trunk** sessions and telephone numbers, **CenturyLink IQ™ Networking** port, **Local Access**, and **Rental CPE** (Integrated Access Device) with maintenance. Monthly charge based on configuration selected. Certain long-distance and toll free charges and optional features charges are additional. Additional equipment may be required. Other restrictions may apply. Call for availability and complete details. 911 service is governed by the terms of the SIP Trunk Service Exhibit.

SIP Trunk IP-PBX Bundle: The CenturyLink QCC SIP Trunk IP-PBX Bundle is available to CenturyLink QCC business customers in select areas across the continental U.S. This bundle is available to customers who currently have or are concurrently ordering Data Bundle Standard or Data Bundle Pro. Minimum 2-year term commitment required. Early termination charges may apply. The Bundle includes **SIP Trunk Service** and **Rental CPE** with maintenance, including an IP-PBX and IP phones. Monthly charges based on configuration selected. Certain long distance and toll free charges, and optional features charges are additional. Additional equipment may be required. Other restrictions may apply. Call for availability and complete details. 911 service is governed by the terms of the SIP Trunk Service Exhibit.

Telco Collocation: Non-regulated Telco Collocation is available to customers in CenturyLink QCC tenant improved (TI) points of presence (POPs), CenturyLink QCC remote collocation sites, and collo-hotels with which CenturyLink has contracted. Availability is dependent on space and power availability at selected site. Access fee charged separately. Minimum revenue commitments required.

Toll Free Domestic (CenturyLink QCC): CenturyLink QCC U.S. Domestic Toll-Free service is available for origination from anywhere in the United States, including Alaska and Hawaii, and some U.S. territories, with switched and dedicated termination anywhere in the contiguous U.S. and switched termination to Alaska, Hawaii, and some U.S. territories. Additional local loop equipment may be required for dedicated termination only.

Toll Free International Service /Universal International Freephone: CenturyLink QCC International Toll Free Service (ITFS) and Universal International Freephone Number (UIFN) service allow customers to originate toll free calls from an international destination, including Canada, and terminate to all contiguous U.S. states and Canada. Calls may not originate and terminate within the same country. Toll free calls may terminate in Alaska, Hawaii, and some U.S. territories, if special pricing approval is granted by CenturyLink. Termination is available in the U.S. for switched and dedicated services and in Canada for switched services only. Some countries, however, may not accept new orders and some may not accept portability orders. Please check availability in the ITFS/UIFN Availability Matrix.

Uniform Access Solution: CenturyLink QC Uniform Access Solution (UAS) service is a digital service offering which is available on an intraLATA basis only in CenturyLink QC's local service territories of AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA and WY.

Virtual Network Services (VNS): CenturyLink QCC Virtual Network Services (VNS) service is available in the domestic U. S, except service is not available for call origination in the state of AK. Calls may be originated in the United States, except in AK, and may be terminated throughout the United States and in many locations internationally.

VoIP Readiness Service: CenturyLink QCC VoIP Readiness Service is available throughout the United States. A computer and Internet access are required. Nonrecurring charges apply. Some restrictions may apply.

worldcard®: CenturyLink QCC worldcard® domestic service is available from the continental United States, Hawaii, Alaska, Canada, Guam, Puerto Rico and the U.S. Virgin Islands. Domestic terminating calls can be to the continental United States, Hawaii, Alaska, Canada, Guam, Puerto Rico, the U.S. Virgin Islands, and the Commonwealth of Northern Mariana Islands. CenturyLink worldcard international service originates in over 80 international destinations and terminates to the U.S. CenturyLink worldcard originates and terminates calls in over 50 international locations. Call originating in the U.S. and Canada can be terminated to landline and mobile phones in over 250 international destinations.